

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 12 - Area 12 Agency on Aging HICAP

From: 07/01/2010 To: 06/30/2011

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	1,778	75	7,394	21,642	572	935	2,148	1,913	3.38
CDA Established Benchmark	1,466	36	5,688	3,051	236	348	1,632	1,164	1.05
Needed to Reach Benchmark	-312	-39	-1,706	-18,591	-336	-587	-516	-749	-2.33
% Above or Below Benchmark	-21.28	-108.33	-29.99	-609.34	-142.37	-168.68	-31.62	-64.35	-221.89
Results for Same Time Last Year	1,637	68	3,773	30,710	323	761	1,579	1,379	3.09
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			203.2	594.7	107.2	143.1	59.0	52.6	
CMS Mimimum Attainment			39.7	57.0	45.1	47.0	27.8	19.7	
CMS Exemplary Attainment			115.2	142.8	152.0	131.8	95.5	81.5	